



## NOWALSKY, BRONSTON &amp; GOTHARD

A Professional Limited Liability Company

Attorneys at Law

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Monica Borne Haab  
EllenAnn G. Sands  
Bruce C. Betzer

January 11, 2002

RECEIVED

JAN 14 2002

SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION*Via Overnight Delivery*

Executive Secretary  
South Dakota Public Utilities Commission  
500 E. Capitol Avenue  
Pierre, SD 57501-5070

**RE: Norcom, Inc.**

Dear Sir:

Enclosed herewith for filing please find an original and ten (10) copies of the Application of Norcom, Inc. for authority to provide resold interexchange telecommunications services throughout the State of South Dakota. The requisite \$250.00 filing fee is enclosed.

Please date stamp and return the attached copy of this letter as acknowledgment of your receipt of these documents. A self-addressed, stamped envelope has been provided for this purpose.

If you should have any questions regarding this filing, please do not hesitate to call.

Sincerely,



Monica Borne Haab

Enclosure

**BEFORE THE  
SOUTH DAKOTA PUBLIC UTILITIES COMMISSION**

IN RE:

APPLICATION OF NORCOM, INC. )  
 FOR AUTHORITY TO PROVIDE INTEREXCHANGE )  
 TELECOMMUNICATIONS SERVICES WITHIN THE )  
 STATE OF SOUTH DAKOTA )

Docket No. \_\_\_\_\_

**APPLICATION**

NORCOM, INC. ("Applicant") hereby submits this application for certificate of public convenience and necessity to provide resold intrastate telecommunications service within the State of South Dakota.

In support of its application, Applicant provides the following information:

1. The legal name, principal address and telephone number of the applicant corporation are:

Norcom, Inc.  
 40 SE 5th Street, Suite 500  
 Boca Raton, Florida 33432  
 Phone: (561) 392-2550  
 Fax: (561) 392-0716

2. Applicant is a corporation organized under the laws of the State of Florida on March 13, 1993. The Company is authorized to transact business within South Dakota as evidenced by the Certificate of Authority attached hereto as **Exhibit A**. The Company has no parent, subsidiaries or other affiliates.

3. The Applicant's representative to whom all correspondence regarding this application should be addressed is:

Monica Borne Haab, Attorney  
 Nowalsky, Bronston & Gothard  
 3500 N. Causeway Blvd., Suite 1442  
 Metairie, Louisiana 70002  
 Phone: (504) 832-1984  
 Fax: (504) 831-0892  
 E-Mail: mhaab@nbglaw.com

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 SOUTH DAKOTA PUBLIC  
 UTILITIES COMMISSION

4. Applicant possesses the management personnel necessary to provide the proposed services as indicated in the Management Profiles attached as **Exhibit B**. Applicant's officers are as follows:

Eric Mostrom  
President  
40 SE 5th Street  
Suite 500  
Boca Raton, FL 33432  
Phone: (561) 392-2550  
Fax: (561) 392-0716

Jon Mostrom  
Treasurer  
40 SE 5th Street  
Suite 500  
Boca Raton, FL 33432  
Phone: (561) 392-2550  
Fax: (561) 392-0716

5. Applicant proposes to offer resold intrastate long distance services to the public on a statewide basis in the State of South Dakota. The services to be provided are Message Toll Service, Incoming 8XX and Travel Card services. The Applicant resells the services of underlying carriers and does not own any facilities, including switches. Applicant will initially resell the services of WorldCom.
6. The Company's representative to whom all inquiries regarding customer complaints may be addressed is Nicole Jordan, 40 SE 5th Street, Boca Raton, FL 33432; Ph. (561) 392-2550; Fx. (561) 392-0716.
7. The Company is currently authorized to provide service in approximately 22 states. A list of states where Applicant is authorized and where applications for authority are pending is contained in the Initial Data Request attached as **Exhibit F**. The Company has not been denied authorization to provide service in any state, and is in good standing with the appropriate regulatory agency in all states where it is authorized to provide services.
8. The Applicant's proposed initial tariff containing the rules, regulations, terms and conditions of service is attached hereto as **Exhibit C**.
9. The Applicant has adequate and sufficient financial resources to provide the proposed public telecommunications service properly and continuously. A copy of the Company's financial statements are attached hereto as **Exhibit D**.

10. Granting of this application will further the public interest. The resale of telecommunications services expands the availability of telecommunications services to more members of the public at more competitive prices. In addition, by lowering the costs of telecommunications, small and medium sized businesses are able to maintain their communications costs at levels that are closer to those available to larger users. The more competitively equal companies are, the more the public should benefit through products and services made and/or delivered more efficiently and more responsively to consumer needs and desires.
11. The Company will not collect any deposits or advanced payments and will not offer any prepaid services in South Dakota, and the Company's tariff complies with this statement.
12. The Applicant is willing and able to conform to the Constitution and laws of the State of South Dakota and the Rules and Regulations of the Commission, now in effect or hereinafter enacted.
13. A list of shareholders owning more than a twenty percent (20%) share is attached hereto as **Exhibit E**.
14. The Company's Federal Employer Identification Number is 65-0506381.
15. The Company has not had any complaints filed against it with any state or federal regulatory commission regarding the unauthorized switching of a customer's telecommunications provider and the act of charging customers for services that have not been ordered.
16. The Company's contact person for future regulatory matters is:

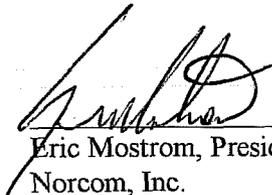
Eric Mostrom, President  
40 SE 5th Street  
Suite 500  
Boca Raton, FL 33432  
Phone: (561) 392-2550  
Fax: (561) 392-0716

WHEREFORE, **Norcom, Inc.** respectfully requests that the Commission Grant Applicant a Certificate of Public Convenience and Necessity, giving Applicant authority to provide public telecommunications service, effective upon approval of this Application.

Respectfully submitted this 9<sup>th</sup> day of January, 2001.

By:   
Monica Borne Haab  
Nowalsky, Bronston & Gothard  
3500 N. Causeway Blvd.  
Suite 1442  
Metairie, LA 70002  
Ph. (504) 832-1984  
E-Mail: mborne@nbglaw.com

AND

  
Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

# **EXHIBIT A**

CERTIFICATE OF AUTHORITY

# State of South Dakota



## OFFICE OF THE SECRETARY OF STATE

### Certificate of Authority

ORGANIZATIONAL ID #: FB025803

I, **JOYCE HAZELTINE**, Secretary of State of the State of South Dakota, hereby certify that the Application for a Certificate of Authority of **NORCOM, INC.** (FL) to transact business in this state duly signed and verified pursuant to the provisions of the South Dakota Corporation Acts, have been received in this office and are found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I hereby issue this Certificate of Authority and attach hereto a duplicate of the application to transact business in this state.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of South Dakota, at Pierre, the Capital, this December 20, 2001.



A handwritten signature in cursive script that reads "Joyce Hazeltine".

Joyce Hazeltine  
Secretary of State



Secretary of State  
State Capitol  
500 E. Capitol Ave.

Pierre SD 57501

Phone 605-773-4845

Fax 605-773-4550

FILE NO. \_\_\_\_\_

RECEIPT NO. \_\_\_\_\_

RECEIVED

DEC 12 '01

S.D. SECRETARY OF STATE

DEC 20 '01

S.D. SEC. OF STATE

### Application for Certificate of Authority

Pursuant to the provisions of SDCL 47-8-7, the undersigned corporation hereby applies for a Certificate of Authority to transact business in the State of South Dakota and for that purpose submits the following statement:

(1) The name of the corporation is NORCOM, INC.  
(exact corporate name)

(2) If the name of the corporation does not contain the word "corporation", "company", "incorporated" or "limited" or does not contain an abbreviation of one of such words, then the name of the corporation with the word or abbreviation which it elects to add thereto for use in this state is \_\_\_\_\_

(3) State where incorporated Florida Federal Taxpayer ID# 65-0506381

(4) The date of its incorporation is 3/12/93 and the period of its duration, which may be perpetual, is perpetual

(5) The address of its principal office in the state or country under the laws of which it is incorporated is 40 SE 5th Street, Suite 500, Boca Raton, Florida Zip Code 33432  
mailing address if different from above is: \_\_\_\_\_ Zip Code \_\_\_\_\_

(6) The street address, or a statement that there is no street address, of its proposed registered office in the State of South Dakota is 300 South Phillips Avenue, Suite 300, Sioux Falls, SD Zip Code 57104-6322  
and the name of its proposed registered agent in the State of South Dakota at that address is National Registered Agents, Inc.

(7) The purposes which it proposes to pursue in the transaction of business in the State of South Dakota are: (state specific purpose)  
the sale of telecommunications services and products

(8) The names and respective addresses of its directors and officers are:

Name	Officer Title	Street Address	City	State	Zip
<u>Eric Mostrom</u>	<u>Pres/Dir</u>	<u>40 SE 5th Street, Suite 500, Boca Raton, FL</u>	<u>33432</u>		
<u>Jonathan Mostrom</u>	<u>Sec/Treas/Dir</u>	<u>40 SE 5th Street, Suite 500, Boca Raton, FL</u>	<u>33432</u>		
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

(9) The aggregate number of shares which it has authority to issue, itemized by classes, par value of shares, shares without par value, and series, if any, within a class is:

Number of shares	Class	Series	Par value per share or statement that shares are without par value
<u>100</u>	<u>common</u>		<u>\$1.00</u>
_____	_____	_____	_____
_____	_____	_____	_____

(10) The aggregate number of its issued shares, itemized by classes, par value of shares, shares without par value, and series, if any, within a class, is:

Number of shares	Class	Series	Par value per share or statement that shares are without par value
100	common		\$1.00

(11) The amount of its stated capital is \$ 100.00  
Shares issued times par value equals stated capital. In the case of no par value stock, stated capital is the consideration received for the issued shares.

(12) This application is accompanied by a CERTIFICATE OF FACT or a CERTIFICATE OF GOOD STANDING duly acknowledged by the Secretary of State or other officer having custody of corporate records in the state or country under whose laws it is incorporated.

(13) That such corporation shall not directly or indirectly combine or make any contract with any incorporated company, foreign or domestic, through their stockholders or the trustees or assigns of such stockholders, or with any copartnership or association of persons, or in any manner whatever to fix the prices, limit the production or regulate the transportation of any product or commodity so as to prevent competition in such prices, production or transportation or to establish excessive prices therefor.

(14) That such corporation, as a consideration of its being permitted to begin or continue doing business within the State of South Dakota, will comply with all the laws of the said State with regard to foreign corporations.

The application must be signed, in the presence of a notary public, by the chairman of the board of directors, or by the president or by another officer.

I DECLARE AND AFFIRM UNDER THE PENALTY OF PERJURY THAT THIS APPLICATION IS IN ALL THINGS, TRUE AND CORRECT.

Dated 12/7/01

[Signature]  
 (Signature)  
 President  
 (Title)

STATE OF LOUISIANA  
COUNTY OF ORLEANS

I, LEON NOWALSKY, a notary public, do hereby certify that on this 7<sup>th</sup> day of DEC. 2001, personally appeared before me ERIC MASTROM who, being by me first duly sworn, declared that he/she is the PRESIDENT of NORCOM, INC., that he/she signed the foregoing document as officer of the corporation, and the statements therein contained are true.

AT D1971  
My Commission Expires

[Signature]  
 (Notary Public)

Notarial Seal

\*\*\*\*\*

The Consent of Appointment below must be signed by the registered agent listed in number six.

### Consent of Appointment by the Registered Agent

I, National Registered Agents, Inc., hereby give my consent to serve as the registered agent for \_\_\_\_\_  
(name of registered agent) (corporate name)

Dated \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
(signature of registered agent)

## Consent of Appointment by the Registered Agent

I, National Registered Agents, Inc., hereby give my consent to serve as the registered agent for NORCOM, INC. (name of registered agent)  
(corporate name)

National Registered Agents, Inc.

Dated 12/7 192001

*Charles A. Coyle*

Charles A. Coyle (signature of registered agent) Asst Secy

**The proper filing fee must accompany the application. Make checks payable to the Secretary of State.**

### FEE SCHEDULE

Authorized capital stock of	25,000	or less	\$ 90
Over \$25,000 and not exceeding	100,000		110
Over \$100,000 and not exceeding	500,000		130
Over \$500,000 and not exceeding	1,000,000		150
Over \$1,000,000 and not exceeding	1,500,000		200
Over \$1,500,000 and not exceeding	2,000,000		250
Over \$2,000,000 and not exceeding	2,500,000		300
Over \$2,500,000 and not exceeding	3,000,000		350
Over \$3,000,000 and not exceeding	3,500,000		400
Over \$3,500,000 and not exceeding	4,000,000		450
Over \$4,000,000 and not exceeding	4,500,000		500
Over \$4,500,000 and not exceeding	5,000,000		550

For each additional \$500,000, \$40 in addition to \$550.

For purposes only of computing fees under this section, the dollar value of each authorized share having a par value shall be equal to par value and the value of each authorized share having no par value shall be equal to one hundred dollars per share. The maximum amount charged under this subdivision may not exceed sixteen thousand dollars.

### FILING INSTRUCTIONS:

The application must be signed, in the presence of a notary public, by the chairman of the board of directors, or its president, or any other officer. **One original and one photocopy of the application must be submitted.**

The application must be accompanied by an **original, currently dated, CERTIFICATE OF FACT** or a **CERTIFICATE OF GOOD STANDING** from the Secretary of State in the state where incorporated. A photocopy of a certificate is not acceptable. It should be dated within ninety (90) days of submitting it to our office.

South Dakota law requires every corporation to continuously maintain a resident of this state as the registered agent (number six on the application). The registered agent's address is considered the registered office address of the corporation in South Dakota. A complete street address must be listed for service of process.

The Consent of Registered Agent portion must be signed by the South Dakota registered agent.

Mail the application, certificate, and filing fee to the Secretary of State, Corporate Division, 500 E. Capitol Avenue, Pierre, SD 57501-5070. The duplicate and a Certificate of Authority will be returned for your records.

# State of Florida



## Department of State

I certify from the records of this office that NORCOM, INC., is a corporation organized under the laws of the State of Florida, filed on March 12, 1993.

The document number of this corporation is P93000019016.

I further certify that said corporation has paid all fees due this office through December 31, 2001, that its most recent annual report/uniform business report was filed on April 2, 2001, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capitol, this the  
Sixth day of December, 2001



CR2EO22 (1-99)

*Katherine Harris*

Katherine Harris  
Secretary of State

# **EXHIBIT B**

## **MANAGEMENT PROFILES**

5520 Pacific Blvd, Boca Raton, FL  
33433

(561) 392-0716

# Eric Mostrom

## Objective

To use my skills to build a phone company through high volumes of sales and excellence in customer service.

## Experience

1993-199-                      Norcom, Inc.                      Boca Raton, FL

### President

- Started as a consulting business and is now a national reseller of long distance.
- 1000% growth 1996 to Present.
- Increased sales from 0 to 5 million annually and growing.

1991-1993                      Network Solutions, Inc.                      Boca Raton, FL

### Director of Sales

- Expanded sales team from 0 to 40 representatives.
- Tripled division revenues for each sales associate.
- Increased sales from \$150,000 to \$ 3 million annually.

1989-1991                      Network Solutions, Inc.                      Boca Raton, FL

### Sales Representative

- Expanded territorial sales by 400%.
- Received company's highest sales every year.
- Developed Excellence In Sales training course.

## Education

1984-1989                      St. Thomas University                      St. Paul, MN

- B.A., Business Finance
- Minor- Marketing

## Interests

Fishing, golf, football, computers, camping.

## Norcom, Inc. Manager Profiles

Neftaly Rodriguez: Accounts Receivable Manager. Neph has been with Norcom for 3 years. He is a great asset to our company and is great at his job.

Nicole Jordan: Customer Service Manager. Nicole has been with Norcom for 3 years, and has been in customer service for over 8 years. She has a strong customer service background and has learned about telecommunications.

Janet McMurry: Provisioning Manager. Janet has been with Norcom for over 1 year and is great for her position. She is very well organized and has learned a great deal about telecom.

To Monica

Jonathan O. Mostrom

Graduated Summa Cum Lauda from the University of West Florida. Viet Nam experience flying from US Navy carrier. Jon is a disabled Vet. His experience includes 30 Years as a CPA spending the last four years with Norcom, Inc. His experience includes Banking, Finance and Capital formation for Startup Organizations.

# **EXHIBIT C**

PROPOSED INITIAL TARIFF

TELECOMMUNICATIONS SERVICES TARIFF

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**TITLE SHEET**

**NORCOM, INC.**

TARIFF NO. 1

This tariff contains the description, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by **Norcom, Inc.** with principal offices at 40 SE 5th Street, Suite 500, Boca Raton, Florida 33432. This tariff is on file with the South Dakota Public Utilities Commission, and copies may be inspected during normal business hours at the Company's principal place of business.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

**CHECK SHEET**

All sheets of this tariff are effective as of the date shown at the bottom of the respective pages. Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>Sheet</u>	<u>Revision</u>	<u>Sheet</u>	<u>Revision</u>
1	Original	21	Original
2	Original	22	Original
3	Original	23	Original
4	Original	24	Original
5	Original		
6	Original		
7	Original		
8	Original		
9	Original		
10	Original		
11	Original		
12	Original		
13	Original		
14	Original		
15	Original		
16	Original		
17	Original		
18	Original		
19	Original		
20	Original		

**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

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**ISSUED:**

**EFFECTIVE:**

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Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

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**SYMBOLS**

The following are the only symbols used for the purposes indicated below:

- D - Deleted or Discontinued Material
- I - Change Resulting in a Rate Increase
- N - New Regulation, Term, Condition or Rate
- R - Change Resulting in a Rate Reduction
- T - Change In Text or Regulation, but no Change in Rates

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

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**TARIFF FORMAT**

- A. Sheet Numbering - Sheet numbers appear in the upper-right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be Sheet 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, 4th Revised Sheet 14 cancels 3rd Revised Sheet 14.
- C. Paragraph Numbering Sequence - There are various levels of alphanumeric paragraph coding. Each level of coding is subservient to its next higher level of coding.
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a)
- D. Check Sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Commission.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

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**SECTION 1 - DEFINITIONS AND ABBREVIATIONS**

1.1 Definitions:

Application for Service - A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the carrier to provide the communication service as required.

Authorized User - A person, firm, corporation, or other entity authorized by the customer to receive or send communications.

Carrier - Norcom, Inc., unless stated otherwise.

Class of Service - Various categories of telephone service generally available to customers, such as business or residential.

Commission - South Dakota Public Utilities Commission.

Company - Norcom, Inc.

Completed Calls - Completed calls are calls answered on the distance end.

Customer or Subscriber - The person, firm, corporation, or other entity which orders or uses service and is responsible by law for payment for communication service from the telephone utility.

Customer Provided Equipment - Terminal equipment provided by a customer.

Delinquent Account - An account for which a bill or payment agreement for regulated services or equipment has not been paid in full on or before the last day for timely payment.

Direct Distance Dialing (DDD) - Customer dialing over the nationwide intertoll telephone network of calls to which toll charges are applicable. No operator assistance is required for DDD calls.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

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1.1 Definitions (continued)

Due Date - The last day for payment without unpaid amounts being subject to a late payment charge or additional collection efforts.

Holidays - Carrier's recognized holidays are New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day.

Measured Use Service - The provision of long distance measured time communications telephone service to customers who access the carrier's services at its switching and call processing equipment by means of access facilities obtained from another carrier by the customer or otherwise provided at its own expense (the customer is responsible for arranging for the access line).

Message - A completed telephone call by a customer or user.

Premises - The space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right of way or a natural barrier.

Rates - Recurring amounts billed to customers for regulated services and/or equipment.

Terminal Equipment - All telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically or inductively to the telecommunication system of the telephone utility.

Underlying Carrier - The telecommunications carrier whose network facilities provides the technical capability and capacity necessary for the transmission and reception of customer telecommunications traffic.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

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1.2 Abbreviations:

LATA - Local Access Transport Area

LEC - Local Exchange Carrier

MTS - Message Toll Service

PBX - Private Branch Exchange

SAL - Special Access Line

V&H - Vertical and Horizontal

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

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**SECTION 2 - RULES AND REGULATIONS**

2.1 Undertaking of Company

The Company undertakes to provide only those services as are furnished under the terms and subject to the conditions and customer payment of the applicable rates of this tariff for communications originating and terminating within the State. The Company's services are provided on a statewide basis and are not intended to be limited geographically.

Communications originate when the customer accesses network directly or through the facilities of the local service carrier via one or more access lines, equal access or on a dial-up basis. The company may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Carrier network. The customer shall be responsible for all charges stated in this tariff.

The Company's services are provided on a monthly basis unless otherwise stated in this tariff, and are available twenty-four (24) hours per day, seven (7) days per week.

2.2 Limitations on Service

2.2.1 Service is offered subject to the provisions of this tariff.

2.2.2 Carrier reserves the right to provide services only to and from locations where the necessary facilities or equipment are available.

2.2.4 Title to any equipment provided by Carrier under these regulations remains with Carrier. Prior written permission from the company is required before any assignment or transfer. In the event an assignment or transfer is allowed, all regulations and conditions contained in this tariff shall apply to the assignee or transferee.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

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2.3 Use of Service

Service may not be used for any unlawful purposes.

The minimum period for service is one month (30 days) unless otherwise noted in the service description.

2.4 Liability of Carrier

The provisions of this section are not intended to restrict or limit a customer's rights under SDCL 49-13-1 and 49-13-1.1. If any provisions of this section conflict with SDCL 49-13-1 or 49-13-1.1, then the applicable South Dakota law shall prevail.

2.4.1 Carrier, at its own expense, will indemnify the customer and hold it harmless in respect to any and all loss, damage, liability or expense asserted against the customer by a third party on account of any property damage or personal injury caused by any negligence or willful misconduct of Carrier or its agents or representatives arising out of performance by Carrier of any testing or other activities on the customer's premises pursuant to this tariff. Carrier's obligations under the immediately preceding sentence shall be subject to the customer's full performance of this tariff and subject further to the customer's duty to take reasonable precautions in the location, construction, maintenance and operation of all activities, facilities and equipment for the protection against hazard or injury and so as to not interfere with the services provided by Carrier.

2.4.2 Carrier shall be indemnified and held harmless by the customer against:

- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name, or service mark arising out of the material, data information, or other content transmitted over the carrier's facilities; and

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
Boca Raton, Florida 33432

TELECOMMUNICATIONS SERVICES TARIFF

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2.4 Liability of Carrier

2.4.2 (continued)

- B. Claims for patent infringement of copyright or unauthorized use of any trademark, trade name, or service mark arising out of the material, data information, or other content transmitted over the carriers facilities; and
- C. All other claims arising out of any act or omission by the customer in connection with any service provided by Carrier.

2.5 Interruption of Service

- 2.5.1. Carrier shall make all reasonable efforts to prevent interruptions of service. When interruptions are reported or found by Carrier to occur, Carrier shall reestablish service as quickly as possible.
- 2.5.2. When a customer's service access line is reported to be out of order and remains out of order in excess of two (2) consecutive hours, the company shall, upon request, make appropriate adjustments to the subscriber's account. This rule does not apply if the outage occurs as a result of:
  - (1) A negligent or willful act on the part of the subscriber;
  - (2) A malfunction of subscriber-owned telephone equipment;
  - (3) Disasters or acts of God; or
  - (4) The inability of the company to gain access to the subscriber's premises after Carrier has requested that customer provide access to the premises.
  - (5) Carrier's provision of routine maintenance, testing or adjustments.
- 2.5.3. The customer shall be credited for an interruption of two (2) hours or more at the rate of 1/720th of the monthly charge for the service affected for each hour or major fraction thereof that the interruption continues. Credit for an interruption shall commence with the hour of the report or discovery of the interruption and will cease upon restoration of service. Any adjustments not in dispute shall be rendered within two billing periods after the billing period during which the interruption occurred.
- 2.5.4. Customers shall notify Carrier of interruptions in service. Before giving notice of interruption, the customer should ascertain whether the trouble is being caused by any action or omission by or within his control or in any wiring or equipment connected to the Carrier's terminal.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:** Eric Mostrom, President  
Norcom, Inc.  
40 SE 5th Street, Suite 500  
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2.6 Responsibility of the Customer

2.6.1 All customers assume general responsibilities in connection with the provisions and use of services stated in this tariff. All customers are responsible for the following:

- A. The customer is responsible for placing orders for service, paying all charges for service rendered by Carrier and complying with all regulations governing the service. The customer is also responsible for assuring that its users comply with regulations.
- B. When placing an order for service, the customer must provide:
  - 1. The name(s) and address(es) of the person(s) responsible for the payment of service charges.
  - 2. The name(s), telephone number(s), and address(es) of the customer contact person(s).

2.6.2 Maintenance, Testing, and Adjustment

If a customer's service must be interrupted due to maintenance, Carrier shall notify the affected customer, in advance, if possible and will perform the work in such a manner as to minimize inconvenience.

Equipment provided by Carrier shall be made available to Carrier for such tests and adjustments as may be necessary to maintain them in satisfactory condition.

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2.6.3 Deposits and Advance Payments

The Company will not require a deposit or advance payment for service.

2.6.4 Cancellation by Customer

If a customer orders services requiring special equipment and/or facilities dedicated to the customer's use and then cancels his order before the service begins, before a completion of the minimum period mutually agreed upon by the customer and Carrier, a charge will be made to the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the customer by Carrier and not fully reimbursed by installation and monthly charges. If, based on such an order, any construction has either begun or been completed, but not such services provided, the non-recoverable cost of such construction shall be borne by the customer.

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2.6.5 Payment of Charges

- A. Service is provided and billed on a monthly (30 day) basis. Charges based on actual usage during a month will be billed monthly in arrears.
- B. Bills are payable upon receipt of invoice. Customers will be charged a late payment penalty in the amount of one and one-half percent (1.5%) per month on delinquent amounts and will be responsible for any charges associated with disconnection and reconnection of service. A bill will be considered delinquent after thirty (30) days from rendition of the invoice.
- C. In the event of a dispute concerning a bill, Customer must pay a sum equal to the amount of the undisputed portion of the bill and proceed with complaint procedures set forth in this tariff. If notice of a dispute as to charges is not received in writing within 180 days after a bill has been rendered, the billing will be considered correct and binding.
- D. Customer is responsible for payment of all state and local taxes (i.e. gross receipts tax, sales tax, municipal utilities tax) which shall be listed as separate line items and which are not included in Carrier's quoted rates.
- E. Customers will be charged a fee on all checks issued to Carrier which are returned due to non-sufficient funds.

2.6.6 Application of Charges

The charges for service are those in effect for the period that service is furnished.

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2.6.7 Customer Complaint Procedure

Carrier will resolve any disputes brought to its attention as promptly and effectively as possible.

Customer inquiries, complaints or notices may be made in writing to the Company at the address stated in this tariff or via the Customer Services toll free number: 1-888-866-7266.

Any unresolved disputes may be directed to the attention of the South Dakota Public Utilities Commission at:

500 East Capitol Avenue  
Pierre, South Dakota 57501-5070  
(605) 773-3201 or  
1-800-332-1782  
1-800-877-113 (TTY through Relay South Dakota)

In the event of a dispute concerning an invoice, the customer must pay a sum equal to the amount of the undisputed portion of the bill. Service shall not be disconnected for nonpayment of the disputed portion of the bill.

2.7.1 Credit Upon Cancellation

Where Carrier cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts paid in advance, prorated at 1/30th of the monthly recurring charge for each day the service was not rendered. This credit will be issued to the customer or applied against the balance remaining on the customer's account.

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2.7.2 Disconnection of Service by Carrier

- A. Five (5) days prior notice of pending disconnection shall be rendered to customers setting forth the reason(s) for the notice and the final date by which the account is to be settled or specific action taken. Such notice shall be forwarded to the customer via U.S. mail and will be considered rendered when delivered to the last known address of the responsible party.
  
- B. Transmission service will be refused or disconnected, after notice as set forth below, for any of the following reasons:
  - 1. Without notice in the event of a condition on the customer's premises determined by the Carrier to be hazardous.
  - 2. Without notice in the event of customer's use in a manner which may adversely affect the Carrier's equipment or service to others.
  - 3. Without notice in the event of tampering with equipment furnished and owned by the Carrier.
  - 4. Without notice in the event of unauthorized use.
  - 5. After five (5) days written notice, for violation of or noncompliance with the Carrier's rules on file with the Commission, the requirements of municipal ordinances or law pertaining to the services.
  - 6. After five (5) days written notice for failure of the customer to permit Carrier reasonable access to its equipment.
  - 7. Upon five (5) days prior written notice for nonpayment of any regulated sum due to Carrier.

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TELECOMMUNICATIONS SERVICES TARIFF

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2.7.2 Disconnection of Service by Carrier (contd.)

8. After five (5) days written notice, for failure of the customer or prospective customer to furnish any service equipment, permits, certificates or rights of way specified by Carrier to be furnished as a condition for obtaining service, or for the withdrawal of that same equipment or the termination of those permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon the customer as conditions of obtaining service.

2.7.3 Fractional Credits for Monthly Billed Services

Credits for a fractional part of a month are calculated by counting the number of days remaining in the billing period after service was discontinued. The number of days remaining in the billing period is divided by thirty and the resultant fraction is then multiplied by the monthly charge to arrive at the credit amount.

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## TELECOMMUNICATIONS SERVICES TARIFF

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**SECTION 3 - DESCRIPTION OF SERVICE AND RATES****3.1 Timing of Calls**

The customer's monthly usage charges for Carrier service are based upon the total number of minutes the customer uses and service options subscribed to. Chargeable time begins when the connection is established between the calling station and the called station or PBX. Chargeable time ends when either party "hangs up."

**3.2 Service Period**

For billing purposes, the start of service is the first day on which service is available for use by the customer. The end of service date is the last day or any portion of the last day for which service was provided by Carrier.

**3.3 Interconnection**

Service furnished by Carrier may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Carrier. Service furnished by Carrier is not part of a joint undertaking with such other carriers. Any special interface equipment shall be provided at the customer's expense.

Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of this tariff. The customer is responsible for taking all necessary legal steps for interconnecting his customer-provided terminal equipment or communications systems with Carrier's. The customer shall secure all licenses, permits, right-of-ways, and other arrangements necessary for such interconnection.

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TELECOMMUNICATIONS SERVICES TARIFF

3.4 Terminal Equipment

3.4.1 Carrier's service may be used with or terminated in customer provided terminal equipment or customer provided communication systems, such as teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the customer. The customer is responsible for all costs at his premises, including customer personnel, wiring, electrical power, and the like incurred in his use of Carrier's service.

3.4.2 When terminal equipment is used, the equipment shall not interfere with service furnished to other customers. Additional protective equipment, if needed, shall be employed at the customer's expense.

3.5 Calculation of Distance

Usage charges for any mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The company uses the rate centers and associated vertical and horizontal coordinates generally used within the industry.

Formula: 
$$\frac{\sqrt{(V1 - V2)^2 + (H1 - H2)^2}}{10}$$

3.6 Minimum Call Completion Rate

The customer can expect a call completion rate of 99% of calls attempted during peak use periods for Feature Group D (1+) services.

3.7 Promotional Offerings

The Company may, from time to time, make promotional offerings to enhance marketing of services. These promotional offerings will be subject to Commission approval prior to implementation.

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TELECOMMUNICATIONS SERVICES TARIFF

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3.8 Services Offerings

The company will provide the following services:

3.8.1 Message Toll Service (MTS)

"1+" Dialing is achieved by customer's telephone lines being programmed by the local telephone company (LEC) to automatically route 1+ calls to the Company's network.

3.8.2 Inbound 8XX Service

Inbound Service is virtual banded inbound toll service which permits calls to be completed at the subscriber's location without charge to the calling party. Access to the service is gained by dialing a ten digit telephone number which terminates at the customer's location. Inbound services originate via normal shared use facilities and are terminated via the customers' local exchange service access line.

Carrier will accept a prospective inbound service customer's request for up to ten (10) telephone numbers and will reserve such number(s) on a first come first serve basis. All requests for number reservations must be made in writing, dated and signed by a responsible representative of the customer. Carrier does not guarantee the availability of number(s) until assigned. The telephone number(s) so requested, if found to be available, will be reserved for and furnished to the eligible customer.

If a customer who has received an 8XX number does not subscribe to the Company's inbound service within 90 days, the Company reserves the right to make the assigned number available for use by another customer.

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TELECOMMUNICATIONS SERVICES TARIFF

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3.8.3 Travel Card Service

Allows subscribers to place calls by gaining access to the network via a toll free number and personal identification number (PIN) issued by the Company.

3.8.4 Directory Assistance

Directory Assistance will be provided by the Carrier at the per call charge as set forth in Section 4 of this tariff.

3.8.5 Operator Services

The Company does not provide operator services. Operator assisted calls are defaulted to and billed directly by the underlying carrier.

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TELECOMMUNICATIONS SERVICES TARIFF

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**SECTION 4 - RATES AND CHARGES**

4.1. Usage Charges and Billing Increments

4.1.1 Usage Charges

Usage charges are generally flat rated. However, if any usage charges are determined by the time of day rate periods and minutes of use within each rate period, the rate period is determined by the time and day of call origination at the customer's location.

4.1.2 Billing Increments

Usage is billed in accordance with the billing increments set forth in the individual product rate sections of this tariff. All partial usage will be rounded up to the next highest applicable billing increment.

4.1.3 Rounding

All calls are rounded to the next highest billing interval. Any partial cents per call will be rounded up to the next highest whole cent.

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TELECOMMUNICATIONS SERVICES TARIFF

4.2 Switched Access Outbound (Long Distance) Rates

<u>Rate Plan</u>	<u>Rate per minute</u>	<u>Usage Requirement</u>
Option 1:	\$0.1150/minute	\$ 0 - \$ 49 per month
Option 2:	\$0.1090/minute	\$ 50 - \$ 99 per month
Option 3:	\$0.1050/minute	\$100 - \$149 per month
Option 4:	\$0.0990/minute	\$150 + per month

Billed in six second increments.

4.3 Switched Access Inbound 8XX (WATS) Rates

<u>Rate Plan</u>	<u>Rate per minute</u>	<u>Usage Requirement</u>
Option 1:	\$0.1150/minute	\$ 0 - \$ 49 per month
Option 2:	\$0.1090/minute	\$ 50 - \$ 99 per month
Option 3:	\$0.1050/minute	\$100 - \$149 per month
Option 4:	\$0.0990/minute	\$150 + per month

Billed in six second increments.

4.4 Travel Card Rates

Rate per minute: \$0.25

Billed in six second increments with a thirty second minimum.

Per call surcharge: None.

**ISSUED:**

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TELECOMMUNICATIONS SERVICES TARIFF

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4.5 Directory Assistance

Directory assistance will be provided at a charge of \$0.85 per call.

4.6 Late Payment Penalty

Customers will be charged 1.5% of any amounts owed to the Company beyond the due date as set forth within this tariff.

4.7 Dishonored Check Charge

All customers issuing dishonored check(s) will be charged a fee of \$20.00 per check.

4.8 Promotional Offerings

The Company may, from time to time, make promotional offerings to enhance marketing of services. These promotional offerings will be subject to Commission approval prior to implementation.

4.9 Pay Telephone (Payphone) Surcharge

A surcharge shall be assessed for each call made from a pay telephone to an 800 number or using a travel card and dialing the carrier prefix in the form 101XXXX. Although collected on the customer's bill, this charge is reimbursed to pay telephone service provider.

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**ISSUED:**

**EFFECTIVE:**

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Norcom, Inc.  
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Boca Raton, Florida 33432

# **EXHIBIT D**

FINANCIAL STATEMENTS

# NORCOM, INC.

## Income Statement

10 Months Ended  
October 31, 2001

Income		
Sales	\$8,649,504	104.1%
<b>TOTAL Income</b>	<b>8,649,504</b>	<b>104.1%</b>
Adjustments		
Sales Returns & Allowances	(342,495)	-4.1%
<b>TOTAL Adjustments</b>	<b>(342,495)</b>	<b>-4.1%</b>
<b>NET INCOME</b>	<b>8,307,009</b>	<b>100.0%</b>
Cost of Goods Sold		
Cost of Goods Sold	5,517,070	66.4%
Cost of Sales - Other	2,500	0.0%
<b>TOTAL Cost of Goods Sold</b>	<b>5,519,570</b>	<b>66.4%</b>
<b>GROSS PROFIT</b>	<b>2,787,440</b>	<b>33.6%</b>
Expenses		
Payroll Expenses		
Payroll Expenses	625,696	7.5%
Employee Benefits	46,694	0.6%
<b>TOTAL Payroll Expenses</b>	<b>672,389</b>	<b>8.1%</b>
General Expenses	2,045,373	24.6%
<b>TOTAL Expenses</b>	<b>2,717,762</b>	<b>32.7%</b>
<b>OPERATING PROFIT</b>	<b>69,677</b>	<b>0.8%</b>
Other Income & Expenses		
Other Income & Expense	28,050	0.3%
<b>TOTAL Other Income &amp; Expenses</b>	<b>28,050</b>	<b>0.3%</b>
<b>PROFIT BEFORE TAXES</b>	<b>97,727</b>	<b>1.2%</b>
Provisions for Taxes		
Federal Income Tax	5,563	0.1%
<b>TOTAL Provisions for Taxes</b>	<b>5,563</b>	<b>0.1%</b>

# NORCOM, INC.

## Income Statement

10 Months Ended  
October 31, 2001

NET PROFIT

<u>\$92,164</u>	<u>1.1%</u>
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**NORCOM, INC.****Balance Sheet**

September 30, 2001

**ASSETS****Current Assets:**

Cash	(\$517,595)
National City Trust	217,341
Accounts Receivable	1,914,074
Investments	18,786
Prepayments	8,915

TOTAL Current Assets

\$1,701,521

**Fixed Assets:**

Property and Equipment (Net)	70,941
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TOTAL Fixed Assets

70,941

TOTAL ASSETS

\$1,772,462**LIABILITIES****Current Liabilities:**

Accounts Payable	\$1,188,879
Sales Tax Payable	1,855
Payroll Payable	727
Commissions Payable	7,456
Retirement Plan Payable	817
Sick/Personal Day Payable	3,068
Line of Credit- NCB	110,000

TOTAL Current Liabilities

\$1,372,802

**Long-Term Liabilities:**

State Sales Tax Payable	20,000
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TOTAL Long-Term Liabilities

20,000

TOTAL LIABILITIES

1,392,802**CAPITAL**

Equity	100
Paid-in-Capital	900
Accumulated OCI	2,565
Retained Earnings	110,319
Year-to-Date Earnings	115,776

TOTAL CAPITAL

379,660

TOTAL LIABILITIES &amp; CAPITAL

\$1,772,462

# NORCOM, INC.

## Statement of Cash Flows

	Sep/01	Dec/00	Inc/ <Dec>
<b>CASH FLOWS, OPERATIONS:</b>			
Period Earnings:			185,776
Adjustments to Year-to-Date Earnings:			
Receivable - Customers	(1,955,765)	(877,162)	(1,078,603)
Allowance for Bad Debts	31,691	56,701	(25,010)
AG Edwards Investments	(68,786)	(63,786)	(5,000)
Prepaid Bell Atlantic	(5,200)	0	(5,200)
A/P and Accrued Expenses	178,939	172,209	6,730
A/P Usage	703,816	250,000	453,816
Accrued Legal, etc. Fees	16,124	20,500	(4,376)
A/P Local	220,000	119,636	100,364
Sales Tax Payable	51,855	0	51,855
Payroll Payable	727	23,523	(22,795)
Commissions Payable	97,456	85,389	12,067
Retirement Plan Payable	817	60,619	(59,802)
Line of Credit- NCB	100,000	0	100,000
NET CASH FLOWS, OPERATIONS			(290,179)
<b>CASH FLOWS, FINANCING and INVESTING:</b>			
Office Equipment/Computers	(74,891)	(50,074)	(24,817)
Accum Deprn - Office Equipment	25,588	22,588	3,000
State Sales Tax Payable	20,000	0	20,000
NET CASH FLOWS, FINANCING and INVESTING			(1,817)
Net Increase (Decrease) in CASH			(291,995)
CASH and CASH EQUIVALENTS Beginning of the Period			(8,259)
CASH and CASH EQUIVALENTS Current			(300,254)
<b>CASH and CASH EQUIVALENTS:</b>			
Petty Cash			100
Republic Savings			227
Cash-Republic Checking			145,598
National City checking			(743,519)
National City - Disbursement			10,000
National City Trust			287,341
TOTAL CASH and CASH EQUIVALENTS			(300,254)

# **EXHIBIT E**

## **LIST OF 20% OR GREATER SHAREHOLDERS**

Eric Mostrom, President	85%
Scott Fitzgerald	15%

# **EXHIBIT F**

INITIAL DATA REQUESTS

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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- Q.1. Has the company received a certificate of authority to do business in South Dakota from the Secretary of State? If so, please provide a copy. If not, has the company made application to the Secretary of State for authority?
- A.1. The Company's certificate of authority to do business in South Dakota is attached to its application as **Exhibit A**.

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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- Q.2. Has the company retained a registered agent for service of process in the State of South Dakota? If so, provide the name, address, and telephone number of the registered agent. If not, is the company in the process of retaining a registered agent?
- A.2. The Company has retained as its registered agent within the State of South Dakota, National Registered Agents, Inc., 300 South Phillips Avenue, Suite 300, Sioux Falls, SD 57102.

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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Q.3. List the states in which the company is presently doing intrastate business. Also provide the date service was started in each state.

A.3.	<u>State</u>	<u>Date</u>
	Colorado	6/25/01
	Connecticut	4/18/01
	Delaware	9/27/00
	Florida	1993
	Georgia	1998
	Iowa	6/25/01
	Kentucky	3/14/01
	Louisiana	1998
	Massachusetts	5/15/00
	Maine	11/27/00
	New Hampshire	1998
	North Carolina	3/8/00
	Nebraska	8/21/01
	New Jersey	2/28/00
	New York	3/1/00
	Ohio	5/28/99
	Pennsylvania	11/29/00
	Rhode Island	5/15/01
	Texas	1998
	Vermont	3/29/00
	Washington	7/25/02
	Wisconsin	7/16/01

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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- Q.4. List the states in which the company is registered or certified to do business by the respective state public utility commission.
- A.4. The company has registered with or obtained certification from the following public utility commission(s) or comparable agencies:

<u>State</u>	<u>Date</u>
Colorado	6/25/01
Connecticut	4/18/01
Delaware	9/27/00
Florida	1993
Georgia	1998
Iowa	6/25/01
Kentucky	3/14/01
Louisiana	1998
Massachusetts	5/15/00
Maine	11/27/00
New Hampshire	1998
North Carolina	3/8/00
Nebraska	8/21/01
New Jersey	2/28/00
New York	3/1/00
Ohio	5/28/99
Pennsylvania	11/29/00
Rhode Island	5/15/01
Texas	1998
Vermont	3/29/00
Washington	7/25/02
Wisconsin	7/16/01

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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Q.5. Does the company have any registrations or certifications pending before other state public utility commissions? If yes, list the states.

A.5. The company has certifications or registrations pending in the following states:

Alabama  
California  
Maryland  
Oregon

The Company is in the process of applying for authority/certification in several additional states.

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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Q.6. Has the company been denied registration or certification by public utility commissions in any state? If so, provide the state, docket number, date of denial and reason for denial.

A.6. No.

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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Q.7. What are the reasons for the company seeking authority to conduct business in South Dakota?

A.7. The Company intends to provide services on a nationwide basis.

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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- Q.8. Is this registration part of a nationwide or regionwide application process before public utility commissions? If yes, state why South Dakota is included.
- A.8. Yes. The Company does intend to provide service in all of the contiguous United States. South Dakota is included since many customers from other states will also have needs within the state of South Dakota.

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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- Q.9. When does the company intend to provide intrastate service to South Dakota subscribers?
- A.9. The company intends to begin providing service in South Dakota immediately after its certification.

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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Q.10. If the company is providing intrastate service in South Dakota, when was it started?

A.10. The company has not begun providing intrastate service in South Dakota.

**State of South Dakota  
Public Utilities Commission**

INITIAL STAFF DATA REQUEST

REGARDING APPLICATION OF  
**Norcom, Inc.**

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Q.11. How does the company handle customer billings?

A.11. The Company's customers are directly billed on a monthly basis.

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**Norcom, Inc.**

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Q.12. How does the company handle customer service matters?

A.12. The Company has Customer Service personnel available via a toll free number which is set forth on all bills.

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**Norcom, Inc.**

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Q.13. Does the company have a toll-free telephone number for customer service? If so, what is it and is it included in the company's tariffs.

A.13. 1-888-866-2550. This toll free number is set forth in the Company's tariff.

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**Norcom, Inc.**

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Q.14. Where is the customer service department located?

A.14. The Company's customer service department is located in Florida.

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**Norcom, Inc.**

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Q.15. How many customer service personnel are available to answer customer concerns?

A.15. The Company currently has approximately 4 customer service personnel.

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**Norcom, Inc.**

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Q.16. Does the company contract with other companies for customer services? If yes, provide their name, address and telephone number.

A.16. No.

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Q.17. Does the company own any telecommunications facilities? If so, where and what.

A.17. No. The company does not own any telecommunications facilities.

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**Norcom, Inc.**

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- Q.18. Does the company have in-house service technicians to maintain the facilities? If not, who does the service?
- A.18. No. The company does not have any facilities and, therefore, does not have any in-house service technicians.

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**Norcom, Inc.**

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- Q.19. What types of intrastate telecommunication services will the company provide in South Dakota?
- A.19. The company will provide resold MTS, Inbound 8XX service, and Travel Card service.

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Q.20. If the above services are resold services of another carrier, identify the carrier and the type of services purchased from that carrier.

A.20. The Company will resell the services of WorldCom.

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Q.21. How does the company intend to market its services in South Dakota?

A.21. The company will market its services using print and other forms of media.

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Q.22. How will potential customers be contacted?

A.22. Potential customers will be contacted via print and other advertising.

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- Q.23. Will independent contractors and/or company sales people be selling the company services in South Dakota?
- A.23. The Company may use company sales personnel and independent sales agents in South Dakota, but has no agents at this time.

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Q.24. If independent contractors are used, how does the company recruit such individuals?

A.24. The Company will recruit agents which are experienced in telecommunications sales.

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Q.25. Describe the training method undertaken by the company for independent contractors and company sale persons. Provide any materials used in the training process.

A.25. The Company would use only experienced telecommunications agents.

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**Norcom, Inc.**

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Q.26. If sales are made through independent contractors, is there a written contract or agreement between the company and the independent contractor? If so, please provide a copy of the agreement.

A.26. The Company has no agents at this time.

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**Norcom, Inc.**

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Q.27. How are the sales individuals compensated, i.e. commission, salary, etc.?

A.27. Sales individuals will be paid a commission.

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**Norcom, Inc.**

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Q.28. Does the company engage in any multi-level marketing? If yes, provide a detailed explanation of the marketing procedure.

A.28. No.

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Q.29. Does the company have a target market?

A.29. The company markets its services to both small business and residential customers.

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**Norcom, Inc.**

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Q.30. Does the company market through nonprofit corporations or organizations? If so, please explain the methods used. How is the organization compensated? What types of organizations does the company or its agents solicit for assistance in sales?

A.30. No.

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Q.31. Provide copies of any company brochures used to assist in the sale of services.

A.31. No brochures are available.

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**Norcom, Inc.**

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Q.32. Please indicate whether the company will provide intraLATA and/or interLATA services.

A.32. The company will provide both interLATA and intraLATA services to the extent authorized by the Commission.

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**Norcom, Inc.**

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Q.33. Does the company have a volume discount plan? If so, does it combine intrastate and interstate usage?

A.33. No.

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Q.34. Provide cost support for all rates shown in the company's tariff.

A.34. The Company's rates are based on the rate at which the company purchases the service with an adjustment for market considerations.

**NORCOM, INC.**  
40 S.E. 5TH STREET, SUITE 500  
BOCA RATON, FL 33432

**M&I BANK OF MAYVILLE**  
MINNEAPOLIS, MN  
79-600/759

6219

\*\*\*\*\* Two Hundred Fifty & 00/100 Dollars

DATE

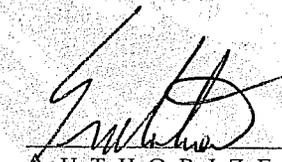
AMOUNT

11/27/01

\*\*\*\*\*250.00

PAY  
TO THE  
ORDER  
OF

**South Dakota Public**  
Utilities Commission



MP  
AUTHORIZED SIGNATURE

SECURITY FEATURES INCLUDED. DETAILS ON BACK.

⑈006219⑈ ⑆075906003⑆ 0000 1⑈96328⑈

**South Dakota Public Utilities Commission  
WEEKLY FILINGS  
For the Period of January 10, 2002 through January 16, 2002**

**If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact  
Delaine Kolbo within five business days of this filing. Phone: 605-773-3705 Fax: 605-773-3809**

**ELECTRIC**

**EL02-001      In the Matter of the Filing for Approval of a Limited Waiver of Service Territory Agreement  
between Charles Mix Electric Association, Inc. and the Town of Pickstown.**

Charles Mix Electric Association, Inc. and the Town of Pickstown have jointly requested the Commission approve a Limited Waiver of Service Territory Agreement. The applicants have agreed it is in the best interest of the public that Charles Mix Electric Association provide electrical service to the meter pit located in the Northeast one acre of Outlot Sixteen. The Service Territory Agreement shall continue indefinitely until such time as Pickstown shall elect to revoke the waiver.

Staff Analyst: Michele Farris  
Staff Attorney: Karen Cremer  
Date Docketed: 01/14/02  
Intervention Deadline: 02/01/02

**TELECOMMUNICATIONS**

**TC02-007      In the Matter of the Application of Norcom, Inc. for a Certificate of Authority to Provide  
Interexchange Telecommunications Services in South Dakota.**

On January 14, 2002, Norcom, Inc. filed an application seeking a Certificate of Authority to provide resold interexchange telecommunications services throughout the State of South Dakota. The applicant proposes to provide resold MTS, Inbound 8XX service, and travel card services.

Staff Analyst: Heather Forney  
Staff Attorney: Kelly Frazier  
Date Docketed: 01/14/02  
Intervention Deadline: 02/01/02

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**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF SOUTH DAKOTA**

<b>IN THE MATTER OF THE APPLICATION OF )</b>	<b>ORDER GRANTING</b>
<b>NORCOM, INC. FOR A CERTIFICATE OF )</b>	<b>CERTIFICATE OF</b>
<b>AUTHORITY TO PROVIDE INTEREXCHANGE )</b>	<b>AUTHORITY</b>
<b>TELECOMMUNICATIONS SERVICES IN )</b>	
<b>SOUTH DAKOTA )</b>	<b>TC02-007</b>

On January 14, 2002, the Public Utilities Commission (Commission), in accordance with SDCL 49-31-3 and ARSD 20:10:24:02, received an application for a certificate of authority from Norcom, Inc. (Norcom).

Norcom proposes to offer resold MTS, Inbound 8XX service and travel card services. A proposed tariff was filed by Norcom. The Commission has classified long distance service as fully competitive.

On January 17, 2002, the Commission electronically transmitted notice of the filing and the intervention deadline of February 1, 2002, to interested individuals and entities. No petitions to intervene or comments were filed and at its February 26, 2002, meeting, the Commission considered Norcom's request for a certificate of authority. Commission Staff recommended granting a certificate of authority, subject to the condition that Norcom not offer a prepaid calling card or require deposits or advance payments without prior approval of the Commission.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL Chapter 49-31, specifically 49-31-3 and ARSD 20:10:24:02 and 20:10:24:03. The Commission finds that Norcom has met the legal requirements established for the granting of a certificate of authority. Norcom has, in accordance with SDCL 49-31-3, demonstrated sufficient technical, financial and managerial capabilities to offer telecommunications services in South Dakota. The Commission approves Norcom's application for a certificate of authority, subject to the condition that Norcom not offer a prepaid calling card or require deposits or advance payments without prior approval of the Commission. As the Commission's final decision in this matter, it is therefore

ORDERED, that Norcom's application for a certificate of authority is hereby granted, effective March 12, 2002, subject to the condition that Norcom not offer a prepaid calling card or require deposits or advance payments without prior approval of the Commission. It is

FURTHER ORDERED, that Norcom shall file informational copies of tariff changes with the Commission as the changes occur.

Dated at Pierre, South Dakota, this 6<sup>th</sup> day of March, 2002.

**CERTIFICATE OF SERVICE**

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By: Nellaine Kalbo

Date: 3/7/02

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg  
JAMES A. BURG, Chairman

Pam Nelson  
PAM NELSON, Commissioner

Robert K. Sahr  
ROBERT K. SAHR, Commissioner

# SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

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## *CERTIFICATE OF AUTHORITY*

To Conduct Business As A Telecommunications Company  
Within The State of South Dakota

Authority was Granted effective March 12, 2002  
Docket No. TC02-007

*This is to certify that*

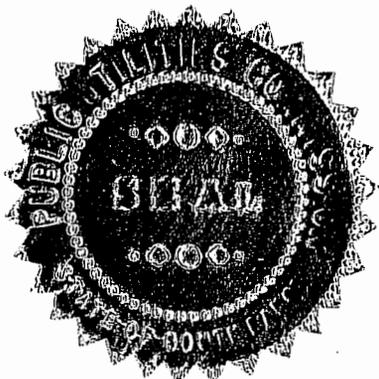
**NORCOM, INC.**

is authorized to provide interexchange telecommunications services in South Dakota, subject to the condition that it not offer a prepaid calling card or require deposits or advance payments without prior approval of the Commission:

This certificate is issued in accordance with SDCL 49-31-3 and ARSD 20:10:24:02, and is subject to all of the conditions and limitations contained in the rules and statutes governing its conduct of offering telecommunications services.

Dated at Pierre, South Dakota, this 12<sup>th</sup> day of March, 2002.

**SOUTH DAKOTA PUBLIC  
UTILITIES COMMISSION:**



*James A. Burg*  
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JAMES A. BURG, Chairman

*Pam Nelson*  
\_\_\_\_\_  
PAM NELSON, Commissioner

*Robert K. Sahr*  
\_\_\_\_\_  
ROBERT K. SAHR, Commissioner